

Summary of Home Care prices – 01 November 2025 to improve the transparency of Home Care Package pricing, Enhance Supports and Services have reflected on prices for common care services.

Participant contributions may apply depending on income assessment

Clinical Supports (Per hour) – Nursing services on weekends and public holidays are available upon request and subject to staff availability The same rate applies to both direct and indirect services unless otherwise specified.		Weekday 6am- 7pm	Evening 7pm- 10pm	Saturday	Sunday	Public Holiday
Nursing care -Registered nurse		\$160	\$188	\$225	-	-
Nursing care - Enrolled nurse		\$140	\$175	\$195	-	-
Nursing care - Nursing assistant		\$110	\$138	\$165	-	-
Allied health and other therapeutic services - Aboriginal and Torres Strait Islander health practitioner		\$195	-	-	-	-
Allied health and other therapeutic services - Aboriginal and Torres Strait Islander health worker,		\$195	-	-	-	-
Allied health and other therapeutic services - Counsellor or psychotherapist,		\$195	-	-	-	-
Allied health and other therapeutic services - Social worker,		\$195	-	-	-	-
Allied health and other therapeutic services - Exercise physiologist		\$195	-	-	-	-
Allied health and other therapeutic services - Music therapist		\$195	-	-	-	-
Allied health and other therapeutic services - Psychotherapist		\$195	-	-	-	-
Allied health and other therapeutic services - Dietitian or nutritionist		\$195	-	-	-	-
Allied health and other therapeutic services -Psychologist, Speech pathologist		\$250	-	-	-	-
Allied health and other therapeutic services - Occupational therapist		\$250	-	-	-	-
Allied health and other therapeutic services - Allied health therapy assistant		\$150	-	-	-	-
Restorative care management -Home support restorative care management		\$150	-	-	-	-
Allied health and other therapeutic services - Physiotherapist, Podiatrist, (Direct and Indirect)		\$200	-	-	-	-
Item Type /Consumables (Per unit)	Description / Examples	Costing Approach				
Standard Nursing Consumables -	Bandages, dressings, gloves, antiseptics – used during routine clinical visits	Included in service rate				
Specialised Consumables	Incontinence products, wound care kits, or specific medical consumables required regularly	Charged at cost or via Nursing Care Consumables service line				

Independence (per hour)	Weekday 6am-7pm	Evening 7pm-10pm	Saturday	Sunday	Public Holiday
Personal Care - Assistance with self-care and activities of daily living,	\$110	\$138	\$143	\$168	\$190
Personal Care - Assistance with the self-administration of Medication	\$110	\$138	\$143	\$168	\$190
Personal Care -Continence management (non-clinical)	\$110	\$138	\$143	\$168	\$190
Social support and Community engagement - Individual social support	\$100	\$138	\$143	\$168	\$190

Accompanied Activities and Services (Including Travel) When staff accompany a participant to community activities, appointments, or social engagements, and travel kilometers are included as part of the service, the support is billed at a higher rate to cover travel time and vehicle costs. This may include Social Support and Community Engagement such as: <ul style="list-style-type: none"> Individual or small-group activities delivered in the community or at a centre to promote independence, confidence, and social participation. Flexible one-on-one assistance for outings, appointments, or community events (Admission, venue, or meal costs are generally not included unless otherwise agreed with the participant) 	\$120	\$138	\$143	\$168	\$190
Social support and Community engagement - Cultural support,	\$100	\$138	\$143	\$168	\$190
Social support and Community engagement - Digital education and support,	\$100	\$138	\$143	\$168	\$190
Social support and Community engagement - Assistance to maintain personal affairs	\$100	\$138	\$143	\$168	\$190
Social support and Community engagement - Expenses to maintain personal affairs	Price upon request				
Social support and Community engagement - Group social support (Centre based/ Community / outing-based group) with community transport (subject to radius) - (Per Unit) Facilitated small-group programs that promote social connection, independence, and participation in meaningful community activities. Sessions may include centre-based activities, community outings, or group excursions. ** Community transport provided via community vehicle (subject to service radius), No additional kilometre (km) charges apply when participants travel via the community bus. Admission or venue entry fees along with meal fees (where applicable) may be charged at cost	\$125	-	-	-	-
Exercise and other activities and or classes during Social Support Group engagement (Per Unit)	\$25	-	-	-	-
Therapeutic services for independent living - Acupuncturist	\$195	-	-	-	-
Therapeutic services for independent living - Chiropractor	\$195	-	-	-	-
Therapeutic services for independent living - Diversional therapist	\$195	-	-	-	-
Therapeutic services for independent living - Remedial masseuse	\$195	-	-	-	-
Therapeutic services for independent living - Art therapist	\$195	-	-	-	-
Therapeutic services for independent living - Osteopath	\$195	-	-	-	-
Respite - Home or community general respite and or Flexible respite	\$105	\$138	\$143	\$168	\$190

Everyday Living (per hour)	Weekday 6am-7pm	Evening 7pm-10pm	Saturday	Sunday	Public Holiday
Domestic assistance - General house cleaning	\$110	\$138	\$143	\$168	\$190
Domestic assistance - laundry services	\$100	\$138	\$143	\$168	\$190
Shopping assistance (Inc KMs)	\$120	\$138	\$143	\$168	\$190
Home maintenance and repairs – Gardening	\$110	\$138	\$143	\$168	\$190
Home maintenance and repairs – Assistance with home maintenance and repairs, Expenses for home maintenance and repairs	Subject to quote provided				
Meals - (Indirect E.g. Meals on Wheels) Delivery of meals to participants at home to support nutrition and independence. Meals may be: Standard meals: typical menu options prepared for general dietary needs Culturally appropriate meals: meals tailored to participant's cultural, religious, or dietary requirements (Halal, Kosher, vegetarian, vegan, or culturally specific cuisines) Meal charges will vary depending on type of meal and delivery arrangements. Charges include meal preparation, ingredients, and delivery within the provider's service radius. Delivery charges may increase on weekends or public holidays	Standard Meal Delivery \$12–\$25 Includes delivery; participant contribution applies		Culturally Appropriate Meal Delivery \$17–\$27 Includes sourcing, preparation, and delivery; participant contribution applies		

The cost of meals will vary depending on the quantity ordered and the external provider engaged.		
Meals - Meal preparation (Direct Support staff)	\$100.00	
Meals - Meal delivery (Direct Support staff)	\$70.00	

Travel and Associated Costs				
Transport (Direct transport (driver and car provided) Indirect transport (taxi or rideshare service vouchers)				
Direct Transport supply of a driver and vehicle (e.g. in-house car or community bus) to take the participant from home / pick-up point to their destination. (Door-to-door transport by provider vehicle) Indirect Transport is when you supply taxi or rideshare vouchers and the cost is deducted from the participants budget (Cost at invoice or voucher rate, deducted from participant's budget)				
Item	Description	Rate / Cost		
Transport – Direct (Driver + Vehicle)	Door-to-door transport by provider vehicle (within service radius)	Up to ~10 km / ~30 mins Short trip \$70	~10-15 km / ~45 mins Regular Trip 100	15 km+ / ~1 hr (and beyond) Long Trip 125
If travel exceeds the agreed distance, we will confirm any extra kilometres with you before proceeding				
Transport – Direct (Driver + Vehicle)- Transport provided by Enhance Supports and Services to and from the Social Support Group. Applicable where the participant resides outside the standard service radius or requests direct transport by staff instead of the complimentary community vehicle.		\$50.00		
Transport – Indirect (Taxi or rideshare vouchers arranged through provider)		Cost at invoice or voucher rate, deducted from participant's budget		
Transport public holidays (A 25% on base rate will apply)				
Assistive technology and home modifications (Assistive technology and home modifications by the Assistive Technology and Home Modifications Scheme list, including wrap-around services, maintenance, and repair.) A management, procurement and administration fee of 15% will be added purchases such as: Assistive Technology & Home Maintenance [AT-HM], Aids and Equipment, Consumables		Subject to funding tier		
Exiting Home Care/ Changing Provider		\$0		

Cancellation and no-show policy		
Condition	Definition	Charge
Late Cancellation	Less than 2 business days' notice before scheduled service	Full-service charge applies
No Show	Participant does not present at agreed time and location without notice	Full-service charge applies
Reasonable Exception	Hospitalisation, illness, or emergency situations	Waived upon evidence or discussion
Enhance Supports and Services will be eligible to be paid in full for a service, and a participant contribution may also be charged, if Enhance Supports and Services: <ul style="list-style-type: none"> • had committed to deliver a funded aged care service from the Support at Home service list, or • had committed to deliver assistive technology, or home modification, and • were prevented, at no fault of the provider, from delivering the service as the participant was deemed to be a late cancellation or 'no show'. <p>A late cancellation occurs when a participant provides less than 2 business days' notice of a cancellation to a scheduled service. A 'no show' occurs when a participant is not present at the agreed place or at the agreed time of a scheduled service. (Cancellation fee applies)</p>		

Care Management 10% -A care management fee of 10 % applies to support coordination, planning, monitoring, reviews, and participant support as per Support at Home Guidelines (2025). This fee covers care planning, budget management, communication, risk management, and education.
Care management \$150.00 per hour (The minimum duration of this care management activity is 15 minutes)

Care management for ongoing services – included activities	Care management involves initial and ongoing
<ul style="list-style-type: none"> • Care Planning • Identify needs, goals, preferences, and supports. • Assist in understanding approved services and budgets. • Develop and review care plans, service agreements, and risk assessments. • Support with advance care planning if required. • Service Planning & Management • Coordinate and manage delivery of aged care services. • Communicate with participants, carers, supporters, and care staff. • Incorporate cultural needs and preferences. • Manage budgets, order consumables, and support transitions between care settings. • Monitoring, Review & Evaluation • Ongoing care discussions and case conferencing. • Regular review of care notes and needs. • Monitor risks to health, safety, and wellbeing. • Evaluate goals, service quality, and outcomes. • Support & Education • Support informed decision-making and respect participant rights. • Organise interpreters or translated materials. • Promote wellness and reablement approaches. • Provide independent advice, health education, and system navigation. • Support participants to provide feedback or make complaints (but not investigate or resolve them). 	<ul style="list-style-type: none"> • Understanding of rights and obligations and the establishment and review of • service agreements • Care planning • Service planning and management • Development, review and evaluation of a participant's care plan and • quarterly budget • Monitoring of services provided • Provision of information and education about the participant's care • and services • Support to connect to health and other services when needed • Assistance to request a Support Plan Review, if needed. • Care planning
* Fees subject to changes to Government subsidy rate increases	

Self-Managed /Third Party Services

Enhance Supports and Services provides services to self-managed participants under the same standard rates as listed in the Schedule of Standard Service Rates.

Key points for self-managed participants:

Direct Payment: Participants (or their representatives) pay invoices directly for services provided.

An overhead will be charged at 10% of the actual cost of all third-party services and will be applied to all invoices for self-managed/ third-party services/workers.

Per hour means the price is charged for each hour of service provided.- you are billed based on the actual time the worker spends providing the service.

** (per unit) Per unit" means the price is charged for each set amount of time or service delivered.

Enhance Supports and Services is committed to full transparency and compliance with the Support at Home Program Guidelines (2025)

Our commitment to transparency and participant rights:

Itemised Invoicing: All invoices will show a clear breakdown of each service provided, including duration, date, and any associated charges

Informed Consent: Participants (or their representatives) will review and sign a Service Agreement confirming their understanding and consent to all charges prior to service commencement.

Fee Adjustments: Any changes to fees will be communicated with reasonable notice, and participant agreement will be obtained before implementation.

Ongoing Review: Enhance Supports and Services will regularly review pricing to ensure it remains consistent with Government subsidy rates and Support at Home program requirement

CONTRIBUTION GUIDANCE:

For participants receiving or approved to receive a Home Care Package on or before 12 September 2024 and not liable to pay an income-tested care fee:

- You will pay no contributions for any service on the Support at Home service list, even if you change services or classification.

For participants receiving or approved to receive a Home Care Package on or before 12 September 2024 and liable to pay an income-tested care fee:

- You will pay a 0% contribution for Clinical Supports service types.
- You will move from a daily fee to a contribution that is based on the cost of services you use.
- You will only pay for services that you use. If you don't receive any services, you won't pay anything.
- There will be a cap on your total contribution amounts equivalent to your income-tested care fee amount.
 - You will pay monthly for Independence and for Everyday Living services. These amounts may be updated when Services Australia provides an individual assessment of your contribution rates.
- If you have a pension or income support payment, or a Commonwealth Seniors Health Card, Services Australia will use information it holds on your income to assess your contribution rate.
- If you are a self-funded retiree, Services Australia will ask you to provide information about your income. If you don't, you will be asked to pay the highest contribution rate of 25%.

For participants approved to receive a Home Care Package after 12 September 2024, who are full pensioners:

- You will pay a 0% contribution for Clinical Supports service types.
- You will pay a 5% contribution for Independence service types.
- You will pay a 17.5% contribution for Everyday Living service types.
- You will only pay for services that you use. If you don't receive any services, you won't pay anything.
 - It is estimated that you will pay monthly for Independence and for Everyday Living services

For participants approved to receive a Home Care Package after 12 September 2024, who are Commonwealth Seniors Health Card holders:

- You will pay a 0% contribution for Clinical Supports service types.
- If you pay an income tested care fee, you will move from a daily fee to a contribution that is based on the cost of services you use.
- You will only pay for services that you use. If you don't receive any services, you won't pay anything.
 - It is estimated that you will pay monthly for Independence and for Everyday Living services. These amounts may be updated when Services Australia provides an individual assessment of your contribution rates.
- Services Australia will use information about your income that it holds to assess your individual contribution rates. You will also need to provide information on your assets to Services Australia.

For participants approved to receive a Home Care Package after 12 September 2024, who are self-funded retirees:

- You will pay a 0% contribution for Clinical Supports service types.
- If you pay an income tested care fee, you will move from a daily fee to a contribution that is based on the cost of services you use.
- You will only pay for services that you use. If you don't receive any services, you won't pay anything.
 - It is estimated that you will pay monthly for Independence and for Everyday Living services. These amounts may be updated when Services Australia provides an individual assessment of your contribution rates.
- Services Australia will ask you to provide information about your income and assets. If you don't, you will be asked to pay the highest contribution rate of 50% for Independence and 80%